

eWIC – Change Issued Formula

Intro

This MOWINS on-demand training module...

Intro1

...is provided by the Missouri Department of Health and Senior Services, Bureau of WIC and Nutrition Services. This module provides an overview of Changing Issued Formula.

Redemption & Return

Audio

This course contains audio. Please turn on your speakers.

Scenario-R&R

In some instances, participants may need a new formula issued after they have already made a formula purchase. They may also have a couple of unopened cans that they can return to the clinic.

So, let's take a look at this scenario.

Bluebell was issued benefits for May, June, and July.

Scenario-R&R1

Let's take a look at her Benefits History.

<no script> Click the **Benefits History** tab.

Benefits Hx-R&R

Although Tulip said she had purchased three (3) of the six (6) cans of issued formula, let's check to see what MOWINS shows.

If Tulip did not redeem any of the current month's benefits, we would simply Void Current and Future Benefits, update the food package, and re-issue in the Issue Benefits screen.

Remember, there are two (2) ways to determine if there has been any redemption activity.

The easiest way to view redemption activity is in the EBT Transaction History screen. However, this screen will only update once a retailer has sent their WIC purchases to our EBT processor. If the participant has shopped in the last two (2) business days, this screen may not accurately reflect those redemptions.

The second option is to print the Account Balance and compare the current month benefit set to the benefits listed in the Benefit History tab for each participant. This option requires users to do a side-by-side comparison and can be time consuming.

Regardless, the Food Adjustment Wizard will guide users on what will be allowed should there be any redemptions.

For this module, we will only review the EBT Transaction History.

Go ahead and open the screen where we can check redemption activity.

<no script> Click the **Benefit Management** menu.

<no script> Select **View EBT Transaction History**.

Transaction Hx-R&R

Let's change the Start Date field to **May 1st**.

<no script> Click the **calendar drop-down**.

<no script> Select **May 1st**.

<no script> Click the **Redemption Activity** radio button.

<no script> Click the **Search** button.

As a reminder, this screen updates with information provided by our retailers. If any other purchases were done in the last few days they might not reflect in this screen.

There was a purchase for the current month, but since there are other members in the household, we should double-check for whom the purchase was made.

<no script> Click the row to highlight it.

<no script> Click the **View Details** button.

Transaction Hx-R&R1

The purchase was for Bluebell for three (3) cans of Enfamil Infant.

<no script> Click the **Close** button.

<no script> Click the **Close** button.

Open FAW-R&R

Our next step is to change the food already issued. So where do we go from here?

<no script> Click the **Benefit Management** menu.

<no script> Select **Food Adjustment Wizard**.

BF Date

Wait! Whenever we try to open the Food Adjustment Wizard, the system prompts us to verify the Breastfeeding amount by automatically opening the Health Information Tab.

Let's make the change now.

<no script> Click **OK** or press the Enter key on the keyboard.

BF Date1

<no script> Click the calendar drop-down.

<no script> Click the **Today** button.

And reopen the Food Adjustment Wizard.

<no script> Click the **Benefit Management** menu.

<no script> Select **Food Adjustment Wizard**.

Save BF Date

<no script> Click **Yes** or press the Enter key on the keyboard.

FAW-R&R

We are going to change a food already issued.

<no script> Click **OK** or press the Enter key on the keyboard.

Food Category-R&R

<no script> Click the **Food Category** drop-down.

Only applicable food categories will display for an infant.

<no script> Select **FORMULA**.

<no script> Click **OK** or press the Enter key on the keyboard.

Return Quantity

This time, the **Enter Return Quantity** dialogue displays.

This is because formula is the only food item participants can return to a WIC Clinic.

Return means they have purchased cans of formula with their WIC benefits and are bringing the unopened cans to exchange for another type of formula.

Return Quantity¹

The system displays the type of formula that was issued.

We can leave this at zero if no cans are being returned, but Bluebell's mom has two cans of Enfamil Infant Powder to return.

Let's use the spin arrows to increase the quantity to two (2).

<no script> Click the up spin arrow.

<no script> Click the up spin arrow again.

<no script> Click **OK** or press the Enter key on the keyboard.

Select Formula

The **Select Formula** screen opens. This is where we indicate the new formula we are going to issue, Enfamil Gentlease Powder.

<no script> Select **12.4 OZ ENFAMIL GENTLEASE PWD**.

<no script> Click **OK** or press the Enter key on the keyboard.

Formula Replacement

The Formula Replacement screen displays the benefit periods.

Formula Replacement2

The *Amount Issued* takes into consideration any proration of the initial issuance.

The quantity we enter into the *Amount Returned*, which is two (2), leads the calculation for the *Returned in Reconstituted Ounces* column. This may be helpful if the two formulas reconstitute to a different number of ounces per can.

The *Amount Recovered* is the number of cans issued minus the number of cans redeemed.

For the current month, the *Total Ounces Available* is the sum of the returned and recovered reconstituted ounces.

For future months, it is the max based on the reconstituted formula and participant's age.

Formula Replacement3

Since the Total Ounces Available for future months defaults to the max number available, the number of cans to issue can be decreased for current and future months.

<no script> Click inside the cell.

<no script> Click inside the cell again.

Formula Replacement-DS

The Direct Ship checkbox can be selected to indicate that the new formula will be direct shipped.

We will take a closer look at this in another module.

For now, we are going to issue all five (5) cans for each benefit set, so click the Send EBT Data button.

<no script> Click the **Send EBT Data** button.

<no script> Click the **OK** button.

Health Info-R&Rafter

Let's take a look at Benefits History.

<no script> Click the **Benefits History** tab.

Benefits Hx-R&Rafter

Let's review the benefit information inside the nodes. We will quickly expand the nodes now.

Benefits Hx-R&Rafter1

We can now see our new issuances for June and July and that the previous benefits were voided.

For the current month, we can see issuance of five (5) cans of the new formula, Gentlease, and that for the original issuance of Enfamil Infant, three (3) cans were recovered and two (2) cans were returned.

Now let's go to the Food Prescription tab to view the food packages.

<no script> Click the **Food Prescription** tab.

Food Rx-R&Rafter

Once we expand the nodes...

...we can see that the system created new food packages for today's date, June 1st, and July 1st. The system also updated the future set food package. Notice that the June 3rd food package did not update. This is because the system created a new June 1st food package and benefits were issued off of that date.

Infant Foods

One last thing to mention. What if Tulip had redeemed some of Bluebell's infant foods and needed different formula?

The short answer is that it doesn't matter. MOWINS will leave the other foods as is and will only adjust the formula in the set of benefits.

End

Thank you for viewing this on-demand MOWINS training module presented by the Missouri Department of Health and Senior Services, Bureau of WIC and Nutrition Services.